

# **Case Manager position available at House of Mercy**

## **Mission Statement**

Founded in 1985, House of Mercy is an emergency homeless shelter for adults, open 24/7, 365 days a year. Known as a low-barrier shelter for individuals experiencing chronic homelessness, House of Mercy strives to offer hope, healing, compassion, and safety in a supportive community. In addition to overnight shelter, services include meals, laundry, transportation, social work, crisis intervention, information and referral and basic needs. House of Mercy partners with several agencies who provide additional services, on and off-site. These include healthcare; behavioral health; housing and legal services; and art therapy.

## **Position Summary**

House of Mercy is seeking a Case Manager to join our team and become the unseen hero who helps to ensure our shelter runs smoothly. The Social Services team at House of Mercy provides compassionate and direct service case management and advocacy to shelter guests and visitors – many of whom suffer from mental illness and drug addiction. This position works closely with team members to support homeless individuals from intake to exit and beyond. The case manager ensures that guests have access to established community providers and resources to help them to achieve individualized goals.

## **Essential Duties and Responsibilities**

The essential functions include, but are not limited to the following:

- Provide compassionate, patient, and dignified service to men and women in extreme poverty and/or homelessness – many of whom manage mental illness and/or suffer from addiction to drugs and alcohol
- Complete intake and initial assessments for individuals entering the shelter
- With guest, develop Individualized Living Plans (ILPs) that are person-centered
- Assess and identify the wants and needs of guests and utilize established community connections to identify and prioritize referrals that promote independence and self-sufficiency
- Connect shelter guests with providers with whom guests have an established relationship, especially Health Home Care Managers and other community case managers/case managers
- Provide continual and persistent advocacy for guests to ensure they can access and receive identified resources and services
- Troubleshoot immediate issues to be addressed related to direct service/advocacy for guests including assisting in scheduling appointments; arranging needed transportation; completing applications and referrals for financial assistance, housing, medical, mental health, substance abuse treatment and other resources
- Actively engaged in housing advocacy and facilitating housing partnerships
- Facilitate transportation to appointments & meetings; advocate for & assist during appointments
- Assess the strengths, needs, and goals of each individual
- Identify and engage with an individual's natural and community supports
- Provide crisis and addiction counseling as needed

- Participate actively in case conferences, team meetings, and staff meetings
- Other duties as assigned

### **Minimum Qualifications (Knowledge, Skills, and Abilities)**

- Bachelor's degree in social work or related field required
- Proficiency in Google Workspace and Microsoft Office Suite
- 3 or more years of relevant experience
- Credentialed Alcohol and Substance Abuse Counselor (CASAC) certificate preferred
- Bilingual (English/Spanish)/Bicultural skills preferred
- Experience with and knowledge of homelessness, severe mental illness, substance abuse, poverty, and trauma
- Experience in case management, social work, counseling, psychology, or related field preferred
- Strong ability to advocate for guests and clients consistently and convincingly
- Firm knowledge of community resources, especially housing, medical, mental health, and substance abuse treatment
- Deep commitment to the concepts of harm reduction, person-centered service, radical hospitality, and compassionate care
- Excellent interpersonal & listening skills, especially dealing with conflict & individuals in distress
- Work well in a team environment
- Ability to work well with outside providers and agencies
- Patience, sense of humor, flexibility, compassion

**Work Schedule:** We offer a flexible work schedule, with core hours typically running Monday - Friday, 11:00 AM to 7:00 PM. We understand that work-life balance is important, and we are committed to working with you to create a schedule that suits your needs.

### **WHY JOIN US?**

House of Mercy is more than just a workplace; it's a chance to be part of something bigger. Here's what makes us a great place to work:

- **Competitive Benefits Package:** We offer a benefits package that includes health and dental insurance, paid time off, and opportunities for growth.
- **Bilingual Bonus:** Bilingual candidates (especially Spanish speakers) are valued and may be eligible for additional compensation.
- **Make a Real Difference:** Every day, you'll directly impact the lives of adults in need, offering them support and a path forward.
- **Supportive Team Environment:** We value collaboration and foster a positive, respectful workplace where everyone feels appreciated.
- **Give Back While You Earn:** Feel good knowing your work directly contributes to a worthy cause.

### **Physical Demands and Work Environment**

The House of Mercy operates 24/7/365 and welcomes all to its services, including those facing homelessness, substance abuse, severe mental illness, trauma, violence and

severe poverty. Teamwork, patience, compassion, and tolerance are at the core of what we do. The environment can be stressful, demanding, and emotional for all involved.

House of Mercy is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.

Job Type: Full-time

Pay: \$36,000.00 - \$42,000.00 per year

**Qualified candidates please submit resume to [houseofmercy@hrworks-inc.com](mailto:houseofmercy@hrworks-inc.com)**